



Questions and Answers about Workday

(updated 6/26/2019)

What is Workday?

Workday is a cloud-based, application that provides human resource (also called Human Capital Management or HCM) and financial management applications that will replace multiple aging applications we are currently using, many that run on our mainframe. It will unify and simplify business processes that require multiple separate systems, eliminating redundant data entry to enhance and modernize the way in which we will work.

Having a cloud-based product means that Workday will be available anywhere and on any device that has internet access. You will no longer be tied to our Iowa DOT network to perform the tasks contained within Workday.

How will Workday affect me?

Workday will be used by all of us at the DOT. Our human resource and payroll systems including time and expense sheets, time off requests, processing of paychecks and more will be replaced by Workday. These systems will be the first to be rolled out. Workday will also replace our financial systems and some functions currently housed within the OpFin Menu.

How will I access Workday?

To access Workday, you simply need a computing device, access to the Internet, and an Internet browser. Workday supports the popular browsers including Internet Explorer, Google Chrome, and Mozilla Firefox. Further, you can use a Mac, iPhone, Android, iPad, tablet, or mobile device. Workday screens are the same whether you use your PC, mobile device, Android, or iPhone.

Why are we doing this project?

- Costs to support the systems we currently use for human resource and financial management are becoming increasingly unpredictable and we have limited resources available to support these systems. Workday will help us:
- Replace the business risks from our aging and inflexible mainframe-based human resource/payroll and financial applications - 30% of our IT staff knowledgeable in these aging systems are eligible to retire in the next three years and other resources that are able to support the systems are becoming increasingly scarce and more expensive.
- Increase operational efficiencies 10-20% across our workforce.
- Improve access to information and ease of reporting.
- Improve customer service (such as self-service, mobile access, and analytics).
- Provide a reliable platform for continued growth and new features for the future as technology changes and business conditions change.
- Maximize and more intelligently use our technology resources.

What are the benefits of Workday?

Workday will provide many benefits for the DOT including:

- It is cloud-based—this will enable 24/7 access to our information securely via the Internet.
- It is a Software as a Service (SaaS) product, which eliminates the need for the DOT to manage and maintain expensive and energy-consuming computer hardware
- Regular and consistent updates - the software is updated twice each year with technical and functional improvement.
- All Workday customers, not just the Iowa DOT, run the same code
- The interface is intuitive and easily accessed using a web browser on any device including desktops, tablets, and phones; running Apple, Android, and PC operating systems.
- Employees and supervisors can serve themselves.
- Sign on uses the same credentials you use today for email access or log onto your computer
- IT provides shared, real-time data, and dashboard reporting, replacing today's static reports, for better and faster business decisions.

When will Workday be implemented?

Workday will be implemented in two phases:

Workday Phase 1: This phase includes human resource and payroll functions. Workday will be used to record time and expenses for the pay period that begins May 17, 2019. Most employees will have access to the system May 28. The first payday out of Workday will come on June 7.

Workday Phase 2: This phase includes financials. The target date and training schedule have yet to be determined.

How will I get training for phase 1?

There are a several ways to get help with Workday if you're in the training environment and have questions.

Online

In the last few weeks we've added a lot of new Job Aids to the Workday website - <https://iowadot.gov/workday/Job-Aids-how-to-do-things-in-Workday>. We have also included job aids for NEOGOV. These step-by-step instructions will walk you through common functions of Workday and NEOGOV for managers and those who assist with the hiring process. Check back often. We are adding new job aids as they are developed.

If you have questions about any of the job aids or about a Workday function that doesn't yet have a job aid, many employees have been through or will soon go through formal training. A list of those people who are designed as "train-the-trainer" is on <https://iowadot.gov/workday/Home>.

HelpDesk

Another option for help would be to call the HelpDesk at 515-239-1075. They have been trained in Workday and will be able to either walk you through your question or escalate the question to someone who can help.

Training for Phase 2 is still being determined but will be more targeted as limited staff will have the need to interact with this portion of Workday.

Is my personal information secure on Workday and in the cloud?

Workday has implemented and manages a world-class infrastructure, with the necessary policies and procedures to ensure protection of your data. Some specifics include:

- Workday utilizes SSL (Secure Sockets Layer), which is the same technology used to protect your credit card and banking transactions online. SSL is the standard security technology for establishing encrypted links between web servers and browsers.
- Workday consistently passes rigorous third-party compliance audits to ensure data security. Workday provides customers with visibility to their security and privacy controls through third-party audits (SOC-1 and SOC-2), through ISO (27001 and 27018), Safe Harbor, and TRUSTe Enterprise certifications, as well as their Customer Audit Program.

Additional information can be obtained from the Workday Project Team, DOT IT, searching the Internet, or the Iowa DOT's Workday website: <https://iowadot.gov/workday/Home>

Will Workday replace staff?

No. Implementation of systems like Workday provide the kind of benefits that might naturally raise concerns about job security. As Mark Lowe noted in his November 2017 Director's report, Workday helps us achieve a higher return on investment from our limited resources as well reduce the risk associated with our aging applications. These improvements will allow the DOT to focus on work that is aligned with the DOT's mission.

Once Workday is live, what do I need to do?

There will be several “to-do” list items when you log into the live version of workday. These items include double checking information that has been migrated from Op/Fin like your name, bank account information for direct deposits and emergency contacts.

Can I change my name as it shows up in Workday?

When the data from Op/Fin was loaded into Workday, the system automatically capitalized the first letter of each name. If your name has multiple capital letters and you would like that reflected in Workday, it's an easy fix. See the “[Modify Personal Information](#)” job aid. All name changes go through an approval process to verify the change prior to it being effective.

What is changing related to timesheets?

Are timesheets still due Friday at noon?

Yes. The timing for approvals for timesheets and expenses hasn't changed. They were still due Friday at noon.

Does everyone need to do a timesheet in Workday?

If you are a salaried employee who works an 80-hour pay period and does not report your time to project numbers, Workday timesheets are automatically charged to function 010 - administration. You will only need to request time off or record absences.

If you are a salaried employee who reports time to project numbers, you only need to report the time specific to those project numbers. All remaining time will automatically be charged to administration. You do not need to report this time manually.

For salaried employees: Function code or No Function code?

A question has come up about whether salaried employees need to record time to a specific function code. The simple answer is, it depends on if that function code is tracked for some reason by your manager or supervisor or accounting.

There are some instances where it is very important to record time to a specific function code. This is especially true for folks in the highway division where function codes are tied to funding reimbursements.

If you need to charge your time to a function code, simply enter the hours for that specific function code and Workday automatically charges the balance of your time to the administration function code. Your supervisor will need to approve all time you enter, regardless of the function code.

If you are a salaried employee and you don't need to record time a specific function code, Workday automatically charges time to a general administration function code (010) and you don't need to do anything related to time tracking. If you do not enter time and allow Workday to generate 80 hours of time to the administration function code (010), your supervisor will not need to approve your timesheet.

Can I see both pay weeks at one time in Workday?

No. In Workday, you will only be able to see one week at a time instead of seeing both pay weeks. Can I print my timesheet from Workday?

Yes, there is an icon on the top right corner of the Workday screen that will allow you to print your timesheet.

How is holiday time handled in Workday?

Holiday time is based on our assigned work schedule and is updated automatically in Workday.

Can I change a time off request once it is approved?

Prior to supervisor's approval, you can cancel time off requests and then resubmit new ones. Once your supervisor approves your time off, you can't cancel an approved request, but you can follow the procedure to "correct absence" which will send a new approval for the corrections to the supervisor.

Do I enter deferred comp in Workday?

No, deferred comp is managed by DAS. You would continue to work with Connie Haselhoff in payroll for deferred comp.

When do I submit or approve absence requests?

It's in everyone's best interest for employees to submit and managers to approve absence requests as soon as you can.

Managers – this is a little bit different way of thinking than the old system. If you approve absence requests as they come to you, those requests will populate your team's Workday calendar and give you an easy way to see who has asked for time off and when to assure adequate coverage.

It's easy to change absence requests, even if they have been approved. You can even correct absence requests for past pay periods very easily. See the "[Manage Time Off](#)" job aid.

How do I record FMLA absences?

Complete two absence requests in Workday.

1. An FMLA request that isn't tied to your pay; but used to track FMLA hours usage.
2. A Paid time off request that is required for payroll.

You can find details in the job aids at <https://iowadot.gov/workday/Job-Aids-how-to-do-things-in-Workday>

Where do I record funeral/bereavement leave?

Unlike Op/Fin, Workday doesn't have a separate time type for funeral or bereavement leave. For these types of absences, record your time as "Family Care" which comes out of your sick leave bank.

How is vacation handled in Workday?

Can I schedule future vacation to avoid losing it?

No. Vacation time only taken out of your bank when it is used, not when it is scheduled.

Can I request future time off for more vacation time than I currently have in my bank?

No. Your supervisor can only approve vacation time up to what is currently in your bank. You can request unpaid time off and put a note in the comment field that you expect to use vacation for this future event. You'll just need to go in and update/correct the time type from "unpaid leave" to "vacation" once you have enough in your bank.

Can I see my vacation ceiling in Workday?

As it stands right now, you can't see your vacation ceiling in Workday. You can always find your vacation ceiling in the [employee self service portal](#) or on your old timesheets in Op/Fin. We are working on solution to view your vacation ceiling in Workday. Stay tuned...